IT Professional Technical Services
Master Contract Program
T#:902TSStatement of Work (SOW)
For Technology Services
Issued By

Minnesota Department of Employment and Economic Development
Unemployment Insurance Division
Web Development Projects

Service Category: Web Design & Development

The Unemployment Insurance (UI) Division of the Department of Employment and Economic Development (DEED) is seeking a vendor for two web redesign initiatives. The first initiative is a redesign of WWW.UIMN.ORG; the second is the redesign of an intranet (internal web) that supports the business of the UI program.

Part 1: UIMN.ORG

Complete redesign of the user interface, content and information architecture of www.uimn.org. The vendor will be responsible for the analysis, design, development and final evaluation of the site. The final deliverable is an evaluation of the redesigned site after it has been fully implemented.

The Unemployment Insurance program is governed by Federal and State statutes and policies.   Program requirements are dynamic and complex. Historically, the program operated upon a staff-mediated business model, knowledge was maintained and managed by experts in the UI program. The UI program has since moved to a self-service business model. Operations have been automated. Most customers conduct business with minimal staff assistance.

This transition has increased the customer need for information (assistive content). It has also changed how information is accessed. The primary source for information is www.uimn.org. The site is a collection of user guides, instructions and frequently asked questions (FAQ) intended to equip the user conducting business with the UI program.

The UI program serves three customer groups: applicants, employers and employer agents (agents act on behalf of employers). Each has different information needs. Many applicants use the system for a short time then never use it again, others are frequent users. Employers and employer agents, on the other hand, are regular users who require greater proficiency and knowledge than do applicants. There are also differences in the needs of small and large employers and employer agents. Additionally, users need to be able to both browse information and search for specific answers to questions.

Online assistive content (UIMN.ORG) is underutilized. Customers persistently ask questions (or demonstrate lack of knowledge) on topics covered on UIMN.ORG. Current design and architecture are believed to make the site difficult to use; customers are unable to locate the information they need. Content has not been substantially updated since the transition to self-service; there is likely information missing that would be useful to the customer. Language problems are evident; customers have difficulty understanding

program-specific terms and phrases, communication fails to meet best practices for plain language in commercial writing.

Information is critical to the success of the user and the program. Assistive content must be presented so that it is easy to find specific answers to questions and readable for browsing general information. Language must be clear, concise and understandable.

Usability Testing

The vendor will facilitate UI staff in usability testing the current version of UIMN.ORG. The goal is to evaluate the strengths and weakness of the existing information architecture, identify user and plain language requirements.

The vendor will coach and mentor staff with the goal of building capacity in usability testing. The vendor will work with staff to develop the test plan, conduct the testing and analyze the findings. Under the direction of the vendor UI will create a written report. The vendor will review and edit the document for inclusion in the vendor's reporting. The vendor is responsible for insuring the integrity of the testing and quality of the results.

Three rounds of testing will be conducted, one round each with applicants, employers and employer agents.   Each round will consist of 8 to 10 tests with actual users of the system. Participants will be provided an honorarium (amount TBD) that will be paid by the vendor. Testing will employ personas and scenarios and follow talk-out-loud protocols. Tests will be recorded and analyzed using usability software (to be provided by the vendor).

Business and User Requirements

The vendor will identify user and business requirements for UIMN.ORG. The following are potential user groups that may have distinct requirements:
- Applicants who are infrequent users
- Applicants who are frequent users
- Small employers
- Large employers
- Small employer agents
- Large employer agents

Applicants do not need to be experts in the UI program. However, there is basic information that all applicants need to know: how to apply for benefits, request benefit payments and the obligations they must meet to maintain eligibility for benefits. Additionally applicants need information specific to their situation.

Employers and agents use the system on an ongoing, long term basis. They need to be knowledgeable of UI and proficient with the system. Assistive content needs to help new users get started as well as support the work of experienced users. Additionally assistive content must accommodate the unique needs of small versus large employers and employer agents; assistive content should aid in reducing administrative burden on employers and employer agents.

It is important to not only identify what information the customer needs but when and where they need the information. As a general rule, users do not read policies and procedures or browse assistive content unless there is a specific need. The absolute best assistive content is worthless if the user does not know it exists or where to locate the information. The purpose of UIMN.ORG is to support the UI program and the online systems. User requirements must consider what, where and when assistive content is needed.

Calls received by the UI Customer Service Center represent common user questions. A study of these calls should be used to identify user requirements. Calls are recorded or can be monitored. The system maintains caller contact information. Call Center Agents can be recruited to collect additional caller data. Possible data collection methods include:
- Review a sampling of calls
- Solicit Call Center Agents to collect information on calls for a limited period of time
- Conduct focus groups with Call Center Agents
- Conduct phone surveys with callers

Employers and employer agents are potentially able to articulate their experience with the system and identify their needs. Consequently focus groups and surveys are another potential source of user requirements for employers and employer agents.

User requirements must be balanced with UI Program requirements. The UI program is governed by state and federal laws and regulations. Customers are held accountable for certain information. There are restrictions on terms and phrasing used in describing program requirements.

Proposals need to describe the vendor's strategy to identify business and user requirements.

Alternative Formats

As part of the effort to identify user requirements the vendor will evaluate alternative formats for UIMN.ORG. The current redesign is on text based information. However, this is an opportunity to explore formats such as audio or video in the presentation of assistive content. The vendor will identify user need and acceptance for alternative formats, and assess the value to the user and the UI program. The vendor will recommend content and format suitable for alternative formats.

Proposals need to identify the vendor's strategy for identifying and evaluating alternative formats.

Information Architecture

The vendor will create information architecture for UIMN.ORG.

A detailed site map demonstrating the best possible architecture will be created. The goal is to create an architecture that is easy to find specific answers to questions or browse as a tutorial. Search functionality is a critical element of site navigation. The vendor will identify strategies to optimize search for UIMN.ORG.

The recommended strategy is to create a content inventory for the site then conduct card sort exercises to identify potential architecture. Next develop a prototype architecture based on the findings. Finally test and improve the architecture using card-based evaluation, iterate until the design is complete. Proposals need to describe the vendor's strategy for creating information architecture.

Plain Language Evaluation

The vendor will conduct a plain language evaluation of UIMN.ORG.

Plain language is a significant barrier to customer self-service. The vendor will identify language issues and recommend standards for UI plain language.

The recommended strategy is to include language evaluation throughout the redesign (i.e. usability testing, user surveys, focus groups and interviews, card sort exercises). Proposals need to describe the vendor's strategy for conducting a plain language evaluation.

User Interface Design

The vendor will design a user interface for UIMN.ORG.

The design must accommodate user and business requirements and conform to Department publishing standards.

The recommended strategy is to test the design using a wireframe prototype; make changes as needed; iterate until an effective user interface is achieved. Proposals need to describe the vendor's strategy for designing a user interface.

Content Development

The vendor will create the content for UIMN.ORG. The content will be based on plain language standards, business and user requirements; content will accommodate information architecture and site navigation.

The vendor will write the content for UIMN.ORG. As content is drafted it will be submitted to project staff for review. The vendor will make changes as necessary. Once a final draft is approved the vendor will test the material on customers then edit as needed.

Site Development

Once information architecture, user interface and content has been developed and approved the vendor will create the UIMN.ORG site. The vendor will employ a process to insure the quality of the site content and navigation (proposals need to describe the process the vendor recommends). Once all content is developed or migrated into the new design the site will be reviewed by project staff. The vendor will make changes as necessary in the final development of the site. The site must conform to Department internet and technical policies and standards.

Evaluation

The vendor will evaluate the usability and functionality of the site once it has been implemented to insure that requirements have been met. The vendor will create a final evaluation report of their findings with recommendations for continued improvement of the site. Proposals need to describe the vendor's strategy for evaluating the final site.

Part 2: UI Intranet

Complete redesign of the UI intranet. The vendor will design, develop, implement and evaluate an intranet to support the UI program.

The UI Program maintains an intranet to support operations. The UI Intranet needs to be redesigned; content is outdated and the site is difficult to navigate. Governance and content management lacks definition and structure. Information is organized around business functions (silos) instead of work flow and tasks. (See Attachments 1 and 2 for examples of the current architecture and interface.)

The intranet must be a critical business tool in the day to day operation of the UI Program. The majority of work in UI is high volume operational tasks that follow specific processes. Staff requires quick access to information and data. Consequently knowledge and data management are fundamental business drivers for the Intranet redesign.

The goal is to develop the intranet into a dynamic, business critical tool for the UI Program; a tool that enables staff to excel in a high performing, priority-based, ever-changing environment.

Business Requirements

The vendor will identify business requirements for the intranet.

Business requirements inform the overall direction and frame the boundaries of the redesign. The redesign must align with the vision, mission, goals and strategic direction of the UI Division. Specific requirements will vary among the different units and work groups in UI (see "Project Environment" for an organization chart). It is important that significant effort and consideration be given to identifying business requirements. It is insufficient to simply ask what is wanted. The focus must be on what is needed to support the program and the potential for the intranet to become a business critical tool.

After business requirements have been identified the vendor will create a report summarizing the findings. This report will be presented to project staff for review and approval.

Recommended strategies are interviews and group discussions with UI leadership; additionally surveys may be used to collect and verify requirements. Proposals need to describe the vendor's strategy for identifying business requirements.

User Requirements

The vendor will identify user requirements for the intranet.

The intranet must meet the general needs of all staff and the specific needs of staff working in select business functions. Different business functions will have different user requirements. For example the information and navigation needs of call center agents, adjudicators, law judges, field auditors and supervisors are likely to be different. The intranet is not expected to be customized for every possible user group, only for those that the intranet is intended to be used as a primary tool in performing work tasks and processes.

User requirements must align with business requirements. The goal is to design an intranet that supports the work of the UI program. It cannot be assumed that users know what they need. It will be up to the vendor to identify user requirements that support business requirements.

The vendor will collaborate with project staff in identifying user requirements. Once user requirements have been identified the vendor will create a report summarizing the findings. This report will be presented to project staff for review and approval.

Recommended strategies are field observation, interviews, requirements workshops and surveys. The use of personas may be an effective tool for identifying and communicating user requirements. Proposals need to describe the vendor's strategy for identifying user requirements.

Information Architecture

The vendor will create information architecture for the UI intranet.

The current architecture is designed around the Division organizational structure. The new architecture needs to accommodate business process and job functions. The architecture must support the business requirements of the UI program.

The recommended strategy is to create a content inventory, conduct card sort exercises, then develop a prototype architecture based on the findings; next test and improve the architecture using card-based evaluation; iterate until the design is complete. Proposals need to describe the vendor's strategy for creating information architecture.

User Interface Design

Work has begun to develop a new user interface (see Attachment 3). The vendor will evaluate the user interface, recommend improvements then complete the development of the user interface.

User interface design must conform to Department of Employment and Economic Development intranet policies.

The recommended strategy is to test the design using a wireframe prototype; make changes as needed; iterate until an effective user interface is achieved. Proposals need to describe the vendor's strategy for designing a user interface.

Governance and Content Management

The vendor will develop standards, policies and procedures for governance and content management of the UI intranet.

Content management and governance of the intranet must include the following (additional subjects may be recommended by the vendor):

Oversight: The roles, responsibilities and authority of staff who oversee the intranet need to be defined. Staffing requirements need to be assessed. The number of staff hours required to support workflow and continued development need to be determined. The knowledge and skill requirements for intranet oversight need to be assessed.

Authoring: An authoring model that facilitates content development and insures accountability needs to be developed. The model will define the extent to which authoring is centralized or decentralized and the number of authors required to support workflow. The number of staff hours required to support workflow and continued development need to be determined. The knowledge and skill requirements for web authors need to be assessed.

Publishing: How content is published to the intranet and who has authority to publish needs to be defined. Quality assurance must be built into the processes. Review processes and user feedback mechanisms need to be developed. The objective is to insure integrity of the content while avoiding bottlenecks in workflow and publishing.

Resources: Resources that support content authoring and publishing need to be identified. Writing and style guides are examples. However other resources should be explored (i.e. intranet help desk or collaborative tools for web authors). At the discretion of the Department the vendor may be asked to develop the recommended resources (contract modifications to be negotiated).

Content Management System (CMS): The Department's Office of Business Information and Technology is evaluating a content management system. It is anticipated the system will be in place for this redesign. How to best utilize the CMS needs to be assessed. The CMS then needs to be integrated into the governance and content management of the UI Intranet.

Staff Development: The vendor will conduct a needs assessment of the knowledge, skills and abilities required for intranet oversight, authoring and publishing. The analysis will consider the gap between the desired state of performance and the current state of performance. Based on the findings the vendor will recommend interventions to build staff capacity. Management, cultural and environmental interventions as well as training will be considered. If training is indicated, at the discretion of the Department the vendor may be asked to develop and implement the training (contract modifications to be negotiated).

The vendor will draft a document with findings and specific requirements for intranet governance and content management. This document will be presented to project staff for review and editing. Once requirements have been negotiated the vendor will create a final requirements document.

Development and Implementation

For a period of three months the vendor will facilitate project staff in content development and publishing for the intranet. The three months will begin once the design stage is complete and UI staff is prepared to begin creating and publishing content. UI staff, designated as content authors will create the content. The vendor will review the work and provide feedback. The vendor will coach authors and content managers as needed and be available by email and phone as a resource. Additionally the vendor will facilitate three (3) meetings with authors and content managers to resolve issues, build capacity and maintain momentum.

The goal at the end of the three months is for at least 80% of the new site to be built and implemented. Content authors and managers are responsible for accomplishing this goal. The vendor is responsible to provide quality support. Proposals need to describe the vendor's strategy for supporting content development and publishing for the intranet.

Evaluation

Once the intranet has been implemented the vendor will evaluate its usability, usefulness and effectiveness. It is expected that continued development will be required to achieve intended business objectives and to stay current with the needs of the users. Additionally the vendor will identify potential future improvements. The goal for this effort is to create an intranet that supports current business processes. Knowledge and data management are the key business drivers. This leaves a great deal of future potential.

Recommended strategies are usability testing, focus groups, field observation and surveys. Proposals need to describe the vendor's strategy for evaluating the redesigned intranet.

At the discretion of the Department the vendor may be asked to continue the development of the intranet to address some of the issues or opportunities identified in the evaluation (contract modifications to be negotiated).

Project Deliverables

The vendor is responsible for the following in the development of UIMN.ORG and the UI Intranet. Satisfactory completion of each activity must be approved by the Project Manager.

Part 1: UIMN.ORG

Activity Planning
Meet with project staff at the beginning of each activity to plan the activity. Communicate with project staff as needed.

Activity Reporting
Meet with project staff after each milestone to evaluate progress and to discuss findings. Communicate with project staff as needed.

Requirements Report
The vendor will submit a written report defining business and user requirements for UIMN.ORG to the Project Manager. The report will include the following:
Overview
General observations
Usability Testing
User and Business Requirements
Alternative Format Assessment
Plain Language Analysis

Requirements will be reviewed by project staff and edited by the vendor based on recommendations before proceeding with design.

Design Report
The vendor will submit a written report defining the architecture and user interface for UIMN.ORG. The vendor will meet with project staff to review the design. The design will be edited by the vendor based on recommendations from project staff before proceeding with content development.

Content Development
The vendor will create the content for UIMN.ORG. As content is developed the vendor will submit the work to project staff for review. The vendor will edit content based on recommendations from project staff.

Site Development
The vendor will build UIMN.ORG based on the approved design and content, ready for deployment. The site will be reviewed by project staff and the vendor will edit the site as needed based on recommendations.

Evaluation
The vendor will conduct an evaluation of the usability and functionality of the fully implemented site. The vendor will submit a report to project staff summarizing their findings and recommendations. The report will include recommendations for continued improvement.

Part 2: UI Intranet

Activity Planning
    Meet with project staff at the beginning of each activity to plan the activity. Communicate with project staff as needed.

Activity Reporting
    Meet with project staff after each milestone to evaluate progress and to discuss findings. Communicate with project staff as needed.

Business Requirements
    The vendor will submit to the Project Manager a report identifying business requirements for the intranet. The report will be edited based on input from project staff and a final requirements report will be drafted. Business requirements will be presented in a meeting with UI leadership for final approval.

User Requirements
    The vendor will submit to the Project Manager a report identifying user requirements for the intranet. The report will be edited based on input from project staff and a final requirements report will be drafted. User requirements will be presented in a meeting with UI leadership for final approval.

Information Architecture
    The vendor will submit to the Project Manager a blue print (site map) for the intranet redesign along with a report summarizing the methodology used, findings and reasoning for the proposed site design. The information architecture will be reviewed by project staff who may recommend design changes. Once a final architecture is agreed upon it will be presented to UI leadership for approval.

User Interface
    The vendor will submit to the Project Manager a prototype user interface along with a report summarizing the methodology used, findings and reasoning for the proposed design. The user interface will be reviewed by Project staff who may recommend design changes. Once a final interface is agreed upon it will be presented to UI leadership for approval.

Governance and Content Management
    The vendor will submit to the Project Manager a written report on governance and content management of the UI intranet. The report will summarize the methodology used, findings and make recommendations. The report will be submitted to the Project Manager for review and editing. Once a final report is drafted recommendations will be presented by the vendor in meetings with UI leadership.

Development and Implementation

The vendor will facilitate the development and implementation of the UI intranet for a period of three (3) months. During that time the vendor will review materials, be available to staff as a resource and facilitate three (3) meetings with content authors and intranet leadership.

Evaluation

The vendor will create a report of their evaluation of the usability, usefulness and effectiveness of the intranet and recommended future developments. The report will be submitted to the Project Manager for review. The vendor will edit the report as needed. Once the report is final the vendor will present their finding in two (2) meetings with Project staff and leadership.
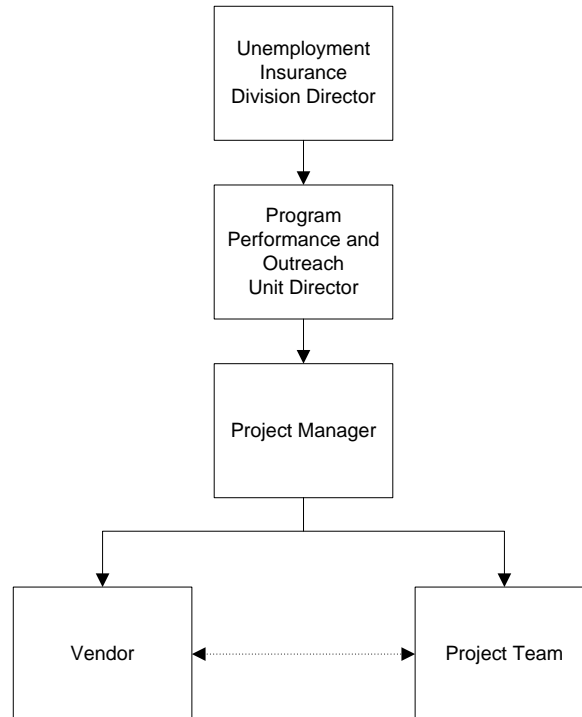
Project Milestones and Schedule

This is a tentative schedule only. Vendor needs to submit a schedule with their proposal.

Activity	Start Date	End Date
Project start	9/2010	5/2011
Project planning	9/2010	8/20/10
UIMN.ORG	**9/2010**	**2/2011**
Usability Testing	9/2010	11/2010
User and Business Requirements	9/2010	11/2010
Plain Language Evaluation	9/2010	11/2010
Information Architecture and User Interface Design	11/2010	12/2010
Content and Site Development	12/2010	2/2011
Intranet	**9/2010**	**4/2011**
Business and User Requirements	9/2010	10/2010
Information Architecture and User Interface Design	10/2010	11/2010
Governance and Content Management	10/2010	12/2010
Development and Implementation	1/2011	3/2011
Evaluation	3/2011	4/2011

Project Environment (State Resources)

- Staff descriptions:
    a) Number of people on the project: 8 - 10
    b) Project Manager Name: Kevin McDowell
    c) Basic organizational structure (organizational chart) of the project

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│   Insurance         │
│ Division Director   │
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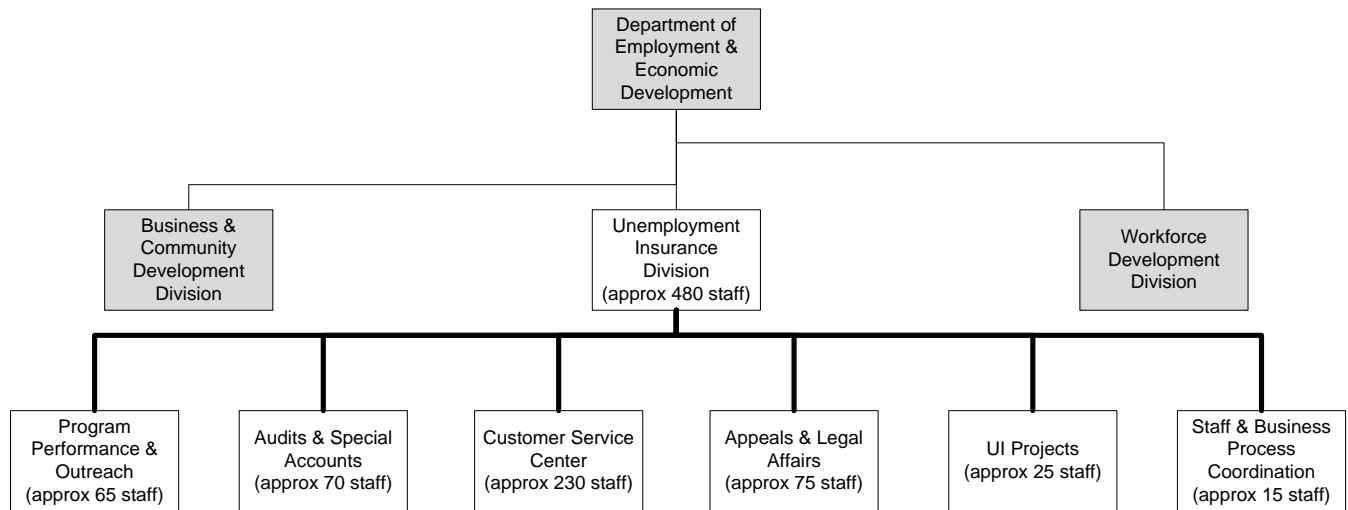
    d) Staff proficiency levels and experience (with methodology, tools, etc.)

       UI program requirements
       User centered design methodologies
       UI measures and metrics
       Project management
       Web development

- Current support structures in place (e.g. hardware/ software applications, training group, tools, etc.), especially those with which the vendor might have to interface or integrate:

    a) SurveyGizmo (www.surveygizmo.com), an online survey instrument is available for use.
    b) The vendor can be provided remote access to the UI intranet
    c) Meeting and interview rooms are available for use at Department Headquarters in downtown Saint Paul, MN and in Saint Cloud, Minnesota. Workspace for vendor staff will not be provided.

- Relevant models such as an organizational chart, event model, process model, etc.

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                        │  Employment &    │
                        │   Economic       │
                        │  Development     │
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| Business & Community Development Division | Unemployment Insurance Division (approx 480 staff) | Workforce Development Division |

| Program Performance & Outreach (approx 65 staff) | Audits & Special Accounts (approx 70 staff) | Customer Service Center (approx 230 staff) | Appeals & Legal Affairs (approx 75 staff) | UI Projects (approx 25 staff) | Staff & Business Process Coordination (approx 15 staff) |

In 2009 the Minnesota UI Program –
- paid out $2.8 billion in benefits
- handled over 1.25 million phone calls with an average wait time of under 5 minutes
- conducted over 23,000 interviews assisting applicants in finding work

Agency Project Requirements

The vendor working on this project is required to comply will state data practice laws (Minn. Stat. § 13, and Minn. Rules § 1205).

The vendor will comply with accessibility standards as outlined in MN Statute 16E.03 Paragraph 9 and section 508 of the Rehabilitation Act, United States Code, title 29, section 794d, as amended by the Workforce Investment Act of 1998, Public Law 105-220, August 7, 1998, and the Web Content Accessibility Guidelines, 2.0.

The vendor must be physically available on site (Minnesota Twin Cities Area) for activities that require interaction with UI customers and staff.

Responsibilities Expected of the Selected Vendor

- Apply generally accepted user centered design methodologies to the redesign of UIMN.ORG and the UI intranet
- Coordinate, collaborate and communicate with project staff
- Coach project staff conducting usability testing, review and edit the report developed by project staff, mentor staff in the use of Morae software to record and analyze the testing
- Identify user requirements
- Identify business requirements
- Design information architectures
- Design user interfaces

- Create Requirements and Design Documents
- Identify future development opportunities
- Create content management strategy and governance
- Identify training needs and interventions

Required Skills (These are first scored as pass/fail requirements, if all requirements are addressed responses will be further evaluated)

1. User centered design (75 pts)
2. Web design and development (75 pts)
3. Information architecture (75 pts)
4. Governance and content management (75 pts)

Desired Skills (To be scored in the evaluation of qualifications)

1. Plain language standards (50 pts)
2. Knowledge management (25 pts)
3. Web 2.0 (25 pts)

Process Schedule

- Deadline for Questions .... 8/25/2010, 4:00 pm Central Time
- Proposals due .... 8/30/2010, 2:30 pm Central Time
- Anticipated proposal evaluation begins .... 8/31/2010, 9:00 am Central Time
- Anticipated proposal evaluation & decision .... 9/10/2010, 2:00 pm Central Time

Questions

Any questions regarding this Statement of Work should be submitted via mail or e-mail by 8/25/2010, 4:00 pm Central Time:

> Kevin McDowell, Project Coordinator
> Dept of Employment and Economic Development
> First National Bank Building, Suite E200
> 332 Minnesota Street
> St. Paul MN 55101
>
> Email: Kevin.McDowell@state.mn.us
> Phone: (651)259-7307

Statement of Work Evaluation Process

Responses will be evaluated on "best value" (1000 possible points):

> 40% (percent): Qualifications (400 pts)
> > See "Required Skills" and "Desired Skills" for distribution of points.
> 30% (percent): Price (300 pts)
> > Best price receives 100% of the points; all other proposals receive points relative to the best price proposal.

21% (percent): Project Plan (210 pts)
> Vendor's plan to complete the projects (UIMN.ORG 80 pts, UI Intranet 130 pts).

9% (percent): References (90 pts)
> Three references, each worth 30 pts.

All responses received by the due date and time will be considered. Late responses will not be considered.

Proposals will be reviewed and scored by project staff. The proposals with the highest scores will be reviewed by project management for final selection. At the discretion of project management vendors may be interviewed in making the final selection.

Response Requirements

Three (3) original copies of the proposal (loose bound)

One (1) original copy of the price bid and target group status, sealed in a separate envelope (do not include with proposals)

Project Proposal

Cover Page:

[Date]
[Company name and contact information]
[Title] **"UI Web Development Project"**
To: Kevin McDowell, Project Coordinator
    Minnesota Department of Employment and Economic Development
    First National Bank Building, Suite E200
    332 Minnesota Street
    St. Paul, MN 55101

Summary of Qualifications:

<u>Required and desired skills</u>
- User centered design
- Web design and development
- Information architecture
- Governance and content management

<u>Desired</u>
- Plain language standards
- Knowledge management
- Web 2.0

Company Profile:

- Description of the organization
- Length of time in business
- Experience
- Values

Key Personnel:

- Experience
- Education
- Qualifications
- Accomplishments
- Role in this project

Project Proposal:

Describe how you would redesign UIMN.ORG and the UI intranet. Include a timeline for completing the projects.

References (3):

- Contact Name
- Company Name
- Location
- Phone
- Email
- Relationship
- Describe the services provided

Cost Proposal (to be submitted separately)

Include the following:

Total Project Cost

Cost break down

UIMN.ORG
- Participant honoraria
- Usability testing
- User and business requirements
- Plain language evaluation
- Alternative format assessment
- Information architecture and user interface design
- Content and site development

UI Intranet
- Business and user requirements

Information architecture and user interface design
Governance and content management
Development and implementation
Evaluation

Proposal Submission Instructions

All responses must be in writing and delivered to:

Kevin McDowell, Project Coordinator
Dept of Employment and Economic Development
First National Bank Building, Suite E200
332 Minnesota Street
St. Paul MN 55101

All proposals must be received not later than 2:30 p.m., Central Time, August 30, 2010. DEED, Attn: Kevin McDowell, First National Bank Building, 332 Minnesota Street, Suite E200, St. Paul MN 55101. **Late responses will not be considered.**

General Requirements

Proposal Contents
By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability
Indemnification and Hold Harmless
The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations under this contract.

Disposition of Responses
All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract.

In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest
Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals
In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

VETERAN-OWNED PREFERENCE.
In accordance with Minn. Stat. § 16C.16, Subd. 6c and § 16C.19, eligible certified veteran-owned small businesses will receive a 6 percent preference on the basis of award for this RFB. The preference is applied only to the first $500,000 of the response.

Eligible veteran-owned small businesses should complete the Veteran-Owned Preference Form in this solicitation. Only eligible and certified, veteran-owned small businesses that provide the required form, will be given the preference.

Eligible veteran-owned small businesses are certified small businesses of which the principal place of business is in Minnesota and that are majority-owned and operated by a veteran and are certified by the United States Department of Veterans Affairs as a veteran-owned small business.

Eligible veteran-owned small businesses must be **currently** (at the time of solicitation due date) certified by the U.S. Department of Veterans Affairs prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at http://www.vip.vetbiz.gov .

Foreign Outsourcing of Work Prohibited
All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

VETERAN-OWNED PREFERENCE FORM

In accordance with Minn. Stat. § 16C.16, Subd. 6c and § 16C.19, eligible certified veteran-owned small businesses will receive a 6 percent preference on the basis of award for this RFB. The preference is applied only to the first $500,000 of the response.

Eligible veteran-owned small businesses are certified small businesses of which the principal place of business is in Minnesota and that are majority-owned and operated by a veteran and are certified by the United States Department of Veterans Affairs as a veteran-owned small business

☐   Check this box if you are claiming the veteran's preference. Provide a screen print of the Department of Veterans Affairs website showing you are certified.

Eligible veteran-owned small businesses must be **currently** certified by the U.S. Department of Veterans Affairs prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at http://www.vip.vetbiz.gov .

Provide this form with your response. If you do not return this form with the box checked, you will not be considered for this preference.

Attachment 1: UI Intranet Legacy User Interface (and architecture)

All DEED Phone/E-Mail Directory ▾ Go

Search Intraweb

Unemployment Insurance   June 09, 2010 Calendar   Visit www.positivelyminnesota.com

Phase II   **Benefits**   **CSC**   **Employer Accounts**   **Audits & Special Accounts**   **Legal Affairs**   **Employee Home**

PHASE II TRANSITION INFORMATION: Staff Login Page

BUSINESS PROCESSES

- Account Withdrawal / Backdating
  - Kathy Nelson's 11/20/07 Memo
- Adjudication
  - Ability
  - Basic Guide
  - Disch - Simple
  - How to void an issue
  - Issue Rationale
  - Late Fact Finding
  - Moving Fact Finding
  - Overpayment Process
  - Overpayments/Underpayments Basic Guide
  - Pension - Lump Sum Allocation
  - Process to determine Actively Seeking/Failure to Seek Work Issues
  - Quit - Simple
  - School Employee/Contractor Issues
  - Sending Rebuttal
  - Separation Pay
  - Social Security Disability
  - Social Security Retirement
  - SSA Title II Verification
  - Workers' Compensation
- Customer Service
  - Alien Verification
  - Authorization Documentation for Locked Account
  - Banking Information Crossmatch
  - Child Support
  - Direct Deposit Changes
  - Establish Payment Plan
  - Identity Verification
  - Locked Account - Temporary Account on File
  - Phone Standards/Practices
    - Angry Caller
    - Applicant Demands to Speak to a Supervisor
    - CSC Specs Email Guidelines
    - Deaf, Hard of Hearing, or Speech-Impaired Applicants
    - Efficient Call Handling
    - Greetings / Closings
    - Identifying Call Types
    - Revenue Recapture Claim Calls
    - Transferring Calls
  - Applicant Password Issues
    - Password Notice
    - Temporary Password Notice
  - Repay Overpayment
  - REA - Failure to Attend Issues
- Initial Application
  - Mailed Fact Finding Questionnaires
- Legal Affairs
  - Appeals Phone Process
  - File & Schedule an Appeal
  - Conduct an Appeal Hearing
  - Process an Appeal Decision - Basic
- Reemployment Assistance
  - Part 1
  - Part 2
  - Failure to Report Referral
    - Step-by-step instructions
    - Business Process
- Workflow
  - Wage Detail Cross Match
    - Determining Fraud
    - The (12) Week "Work – Around"

FLOWCHARTS

- Fact Finding
  - Discharge
  - Quit
- Phase II IVR/ACD Functionality

HELPFUL INFORMATION

- 1099-G Instructions
- Accessing Call Handling Scripts
- Automated Phone System Menu Prompts
- Benefits Document Search (Scanned Documents)
- Best Phone Practices - Helpful Information From Your Co-workers
- Correspondence List-Phase II
- Instructions for Applicants seeking payment information (to view/print payment information, account balance, and other payment-related information to apply for energy assistance, supplemental union benefits, etc.)
- Issue Type & Sub-Type Codes
- Occupation Reference Guide
- Overpayment FAQs for Staff
- Navigating the System
- Scanning & Indexing
- Shared Work FAQs
- Significant Provisions and Changes: State UI Laws - July 2008
- Special Accounts / TRA
  - Helpful Tips for TRA Calls
  - Special Account FAQs
  - TRA Basics & FAQs
  - TRA Home Page
- System FAQs
- System Hints & Things to Remember.
- Telephony@Work User Guide
- UI Daily Brief
- Workload Counts

COMMUNICATIONS

- Archived mailings
  - Applicant
  - Employer
  - Agent
- "The Spotlight"
  - Process
  - Request Form
  - Spotlight Bulletin
- UI Press Releases

MEETINGS / UPDATE SESSIONS

- C.S.C. Staff Meeting / Discussion
  - Weekly Topics / Meeting Notes

DEPT OF LABOR MEMOS

- UI PROGRAM LETTER NO.23-08, Change 1 - *Emergency Unemployment Compensation, 2008 – Questions and Answers*

TRAINING

Incident Reports

- UI TIP Support E-mail Guidelines
- Incident Report Form-Phase II
- Printing Screen Prints

Material

- Aug. 30th - Phase 2 vignettes
- Overview Training
  - Determine Correct Path
  - Account Event Log
  - Sample Questionnaire
- Lab 3: Adjudication
  - Flowchart
- Lab 3: Appeals

Slide Shows

- Adjudication
- Pretexting: Act of Inventing Scenarios to Scam UI

TERMINOLOGY

- Cheat Sheet
- Rationale Sheet

USER GUIDES

- Employer
  - Add Notes
  - View Employer Referred Debt

Attachment 2: UI Intranet Current User Interface (and architecture)

INFORMATION FOR Employees
intraweb.deed.state.mn.us

Staff

All DEED Phone/E-Mail Directory [Go]

[   ] [Search Intraweb]

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Employee Home Page | Daily Brief | Business Processes | Performance | UI Training | UI Site Index | Employee Self-Service | UIMN.ORG | **Staff Login**

Employee Home Page

UI INTERNAL HOME PAGES

- Audits and Special Accounts
- Customer Service Center (CSC)
- Benefits
- Employer Accounts
- Field Audit
- Legal Affairs
- Monetary
- Phase II
- Quality Control
- REA / Profiling
- TRA

UI INTERNAL WEB PAGES

- CWC Transfer In Work Process
- Daily Brief
- Data Practices
- DUA Work Process
- Extended Benefits Reference Material
- Failure/Refusal to Report -Referral to CSC
- Field Audit Review (597 form)
  - Originator Instructions
  - Field Auditor Instructions
  - Getting the form to work with your new computer
- Initial Interstate Claim (IB1) Paper Form Instructions
- Initial UI Applications Statistics
- Intranet 597A
- List of Non-Restrictive Unions
- List of Restrictive Unions
- Minnesota Court of Appeals - UI Decisions
- Monthly Reporting Function Codes
- Non-Monetary Codes and Cites
- Phase II Transition Page
- Procedural Reference Guide
- Staff Location by Cube Number
- UI 2009 Law Cross Reference
- UI Basic - a web tutorial
- UI Memos (Benefits)
- UI Memos (Tax)
- UI Precedent Manual
- UI Program Policy and Procedures
- UI Review
- UI Rules (Tax)
- UI Statutes
- UI Statutes 13-13C Data Practices
- UI Training Registration
- Work Search Verification Unit

Referral Information DOL, Human Services, Social Security Offices)

WorkForce Center Support Services

BULLETIN BOARD ITEMS:

- Labor Dispute Bulletin
- UCFE Wage Assignment Grid
- UCFE Mailing Addresses

- UCX Mailing Addresses
- 2008 UCX Schedule of Remuneration (Eff 4/1/08)
- 2009 UCX Schedule of Remuneration (Eff 1/1/09)
- 2010 UCX Schedule of Remuneration (Eff 1/1/10)

MAPS

- Map Quest
- Any Who (reverse directory)

WHAT'S NEW

- Monthly Reporting Function Codes
- Staff Location by Cube Number
- Minnesota Court of Appeals - UI Decisions
- Overpayment FAQs for Staff
- Extended Benefits Reference Material

MISC EXTERNAL SITES

- MN Salary Survey Data
- Labor Market Information Publications
- ITSC- Information Technology Support Center
- MN Dept of Labor & Industry
- MN Unemployment Insurance
  - Employer Handbook
  - Employer User Guide
  - Information Handbook (22C)
  - Other Places to Go for Help
- Minnesota Laws
- Quality Control Training Center
- Second Language Page
- Shared Work Program
- U.S. DOL
  - Handbooks
  - Laws and Regulations
  - UI Program Letters (UIPLs)

MISC INTERNAL SITES

- DEED Downloadable Forms
- InDEED
- Meeting Minutes Page
- Second Language Translators
- DEED Policy and Procedures Manual

Attachment 3: UI Intranet New User Interface

INF[O]MATION
F[O] Employees
intraweb.deed.state.mn.us

Staff

All DEED Phone/E-Mail Directory ▾ | Go |

| Search Intraweb |

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Subject Index

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Headlines for June 9, 2010

(Special Event) Staff Appreciation Time - Thursday, June 10th.

Root Beer floats will be served in the **North Star** conference room tomorrow afternoon from **1:30 p.m. until 3:00 p.m.** (or while supplies last) in recognition of everyone's hard work.

(Appeals) Minnesota Court of Appeals Decisions

There were four (4) unpublished decisions issued from the Court of Appeals this week.

You can access this week's unpublished decisions through the Minnesota Court of Appeals UI Decisions internal Web page, under Unpublished UI Decisions, click on April - June.

(Communications) Adjudication Business Processes

A number of adjudication business processes have been published to the *Adjudication Business Processes* internal web page. You can view this page clicking on Business Process located on the top navigation bar, then from the Business Process main page's left nav, click on Adjudication.

(Communications) Benefits Estimator link now available on www.uimn.org

The Applicant's Self-Service, *Benefits Estimate* link is now available on the Applicant Information page of www.uimn.org under *Where to Start*, it is also available on the left nav.

(Special Accounts) Update to the Shared Work Participant List template

A new version of the Participant List Template has been posted to the Shared Work, *How Do I Get Started?* page on www.uimn.org. The update removed the instructions for completing the participant list (now available in a separate document) and removed unnecessary columns, so that this form can be uploaded without staff intervention.

Daily Dallies

Monday - Birthdays
Tuesday - Fun Fact of the Day
Wednesday - Quote of the Day

Return to calendar page

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